

**CTA ADA Advisory Committee
Meeting Minutes
Tuesday, October 9 2018**

Members Present

Committee Members:

Pierre Bance
Angela Davis (Chairman)
Melissa Fuller (Vice Chairman)
Michele Lee
Christina McGleam
Donna K. Shaw
Amber Smock
Allen West

Facilitator:

Amy Serpe, Manager, ADA Compliance Programs

CTA Staff

Michael Connelly, Chief Planning Officer

Excused Absence:

Bridget Hayman

Susan Riley

Absent:

Allen West

Chairman Angela Davis called the meeting to order at 1:32 p.m.

Roll Call

- Meeting members introduced themselves.

Announcements

- Vice Chairman Fuller informed the Committee of the following announcements:
 - 4 members will rotate off the Committee having fulfilled their 2, 2-year membership terms: Pierre Bance, Christina McGleam, Suzen Riley and Allen West. All were thanked for their service.
 - There is a movie currently at the Music Box Theater in Chicago entitled, *Pick of the Litter* which is a documentary on how guide dogs for the blind are trained.
 - The National Federation of the Blind (NFB) will hold their annual convention from Oct. 26 – 28, 2018 at the Sheridan Chicago O'Hare. Tickets are \$5 until October 12 then \$20. See their Website for details.

Approval of Minutes

- The *Meeting Minutes* for the July 9, 2018 meeting were sent to all Committee members in advance for review in addition to the hard copy provided in the meeting packets.
- As there were no corrections to the July 9, 2018 ADA Advisory Committee Meeting Minutes as presented, Chairman Davis asked for a motion to approve the minutes as submitted.
- Vice Chairman Fuller moved and Ms. McGleam seconded the motion.
- Everyone voted to approve the Minutes as written.

Public Comment

- Chairman Davis again reminded all present regarding the new procedures for Public Comment; that they would take place in the beginning of the meeting and that people should sign up in advance (there is a form) and after those individuals have finished, other individuals who did not pre-registered may speak as time permits.

- Vice Chairman Fuller called on the Public Comment speakers in the order they signed up.
- Miguel Camacho brought up 2 concerns: The first is that he received no assistance with adding fare value to his Ventra Card at a rail station. And the second is that he has had problems with Bus Operators who do not know how to secure his Power Chair using the straps provided on the bus. Ms. Jeannie Alexander, General Manager of Rail Customer Service who is in charge of all the Customer Service Assistants (CSAs) stated that CSAs should be providing the requested assistance. Ms. Patricia Thomas-Miller, Vice President of Bus Operations will provide follow-up with appropriate staff regarding the securing of his wheelchair on a bus.
- Scott Figved is concerned that the elderly and people with disabilities who have medical conditions should have some additional identification that lets people know about their medications and conditions. He thinks CTA can provide this through a product called MediPal. This is something that the CTA will not provide or sell as it is related to healthcare which is not the focus of this transit organization.
- Garland Armstrong is concerned about the bus islands at the Cumberland and Jefferson Park Stations as wheelchair users cannot get on the busses in the same place as other passengers. He wants all the bus islands to be accessible to everyone. Work at the Jefferson Park Bus Terminal has begun with the goal of making all bus islands accessible.

Bus Safety & Related Discussion

- Individuals available to present information and answer questions included: from the CTA – Ron Ester, Deputy Chief Safety, Security & Control Center, Mike Kozlar, Security Specialist, Patricia Thomas-Miller, Vice President Bus Operations and from the Chicago Police Department, Sargent Peter McGlinn.
- Mr. Kozlar presented a PowerPoint which highlighted and explained how the CTA works to keep customers safe. He stated that the Investigation Unit is located at CTA Headquarters and that there is a 24 hour response to any non-emergency yet safety related concerns involving the CTA. CTA's Facility Hotline number is 312-681-2911, 8 a.m. to 10 p.m. Customers can also write to ctasecurityservices@transitchicago.com. People should call 911 for any immediate emergency situations.
- Mr. Kozlar also explained that the department also looks at facility safety and security. *"When we think of facility safety and security, we're looking at the physical security structures. So, in other words, lights, locks, keys, doors, anything that would make that environment safer and secure for everyone, passengers and employees alike. The facilitation of security analysis is ongoing in terms of risk assessments of bus garages, railyards, rail vehicles and bus vehicles. As mentioned with investigations, we're liaisoned with law enforcement. We'll follow up with interviews and conduct video investigations to see if there's bus video pertaining to an incident and we'll see what's on the video and how that matches up with what was reported if there is a crime or an incident or allegation and that will be up to and including any testimony that we may provide in court."*
- Ms. Smock wants to be sure that staff are able to answer video relay calls from people who are Deaf and/or communicate appropriately with individuals who may have speech impairments. Mr. Ester said that this is an area that should be worked on so that all staff can effectively handle these types of safety calls.
- Ms. Lee asked about crime prevention.
- Mr. Ester explained how the CTA works with the Chicago Police Department (CPD), as well as the K-9 (dog) Units regarding crime prevention and just general safety issues.

- Sargent McGlinn of the CPD explained that there are specific officers assigned to the CTA and that there are weekly meetings with the CTA related to crimes, investigations, etc. There are also plain clothes officers at various “hot” locations.
- It was also explained that CPD can hire off-duty police officers to patrol rail and bus systems.
- Mr. Ester went on to explain that there are consistent rail car and station walk-throughs, as well as on buses and the K-9 Unit, and the CPD can be called whenever necessary.
- The presenters also explained that customers must be aware of their surroundings and safe guard their valuables such as cell phones, purses, wallets, etc. they talked about the fact that to have crime happen, there must be the desire (of the criminal), the criminal's ability to commit the crime and the opportunity for that crime to be committed.
- Types of crimes discussed included: assault, battery, bomb threat, disturbance in progress, graffiti, pick pocket, theft of service/fare evasion, robbery and unlawful use of a weapon (Uuw).
- When reporting a crime it is important to provide as much information as possible such as: day/date, time, specific location such as mezzanine, platform and include direction of travel – also rail car or bus number, description of the offender – head to toe – including clothing color and if any object was carried, etc.
- The general rules of conduct were also presented. Highlights include that a valid fare is required for each ride. There is also NO – soliciting, littering or creating unsanitary conditions, lying down or sleeping, vandalism, skate-boarding or bike riding, or smoking.
- A couple of very brief videos were shown of how criminals can pick a pocket or purse on either a train car or in a bus.
- Mr. Kozlar explained that bulletins are made up for staff including images of persons of interest taken from videos so staff can be on the lookout for offenders.
- Mr. Bance asked about pest control (rodents) on trains, in stations, etc., to which Mr. Ester replied that CTA does have contracts to deal with such issues.
- Ms. Isaacs asked if there are cameras on every bus and train to which Mr. Ester confirmed that, *“Every revenue bus or train, yes. So every train that customers get on, every bus that a customer gets on has cameras, yes.”*
- Mr. Bance stated that he has sometimes smelled marijuana on a bus or train car and asked why, if there are cameras on the vehicles, then why would that be? Mr. Ester explained that the cameras are not a live feed but if something is reported, soon after the incident, a video can be pulled.
- Vice Chairman Fuller asked who polices the suburban stations, especially the Rosemont Station? Mr. Ester responded that, *“It's each of those municipalities, each of those suburbs, they police those areas. So Chicago police has jurisdiction within the Chicago city limits. And once we get outside the city limits, we have Forest Park, Oak Park and those municipalities, they actually police our areas.”* The Rosemont Police and/or Fire Department would respond to issues at that location.
- Ms. Shaw is concerned about people who are sitting at the platform, especially at 87th Street and then can just get on a train and walk through unlocked doors that connect each train car to the next car. She thinks this is dangerous and does not feel safe because people can just walk through. Mr. Ester said he would need to check out this type of situation.
- Ms. Smock complimented the presentation but also wanted the presenters to explain what happens to people who may need some kind of help, perhaps medical assistance due to a disability, if they are acting out in such a way as to need assistance but not intending to commit a crime. Mr. Ester responded, *“So we have a number of trainings that have been administered. And we also have Thresholds, and I can't think of the other group off the top of my head that honor our services for those that maybe – those that may have mental illness or something of that nature, whereas you indicated incarceration”*

shouldn't be the first choice to be made on those individuals. Sargent McGlinn added, "One of those situations where the police are called where people think it's a crime initially, we'll come and make a decision sometimes, yes, they do need just to be taken to a hospital or home, and we make that decision on scene. Most of the time it doesn't end up in an arrest situation, they are taken to a mental health facility or even home at times."

- Both Chairman Davis and Ms. Lee are interested in the CTA investigating some additional types of technologies, such as a text message or call in number whereby an individual who is riding on a bus or especially in a train car can report an incident happening at that time. They explained that sometimes people do not feel comfortable pressing the emergency intercom button on the train car either because they can't reach it easily or can't see exactly where it is. They do not want to call attention to themselves but do want some kind of action taken due to the situation.
- Mr. Ester stated, "... And to be honest with you, I guess two weeks ago, I was at a conference in which that type of technology was introduced. So we will be looking in the mix in the coming months as to if we can – if it's actually compatible with our system. So we have to look at that, but it is something I can say that we are definitely driven toward, because as you mentioned a lot of people text all the time, text a number to donate, text a number to do a number of different things. So just need to really see exactly how compatible the system I saw is with our current system and if it can be done, but it is something that has been on the table at least for the past two or three weeks." He explained that various technology can be evaluated for both train cars and buses as appropriate.
- Chairman Davis asked if there were undercover security personnel on all trains to which Mr. Ester stated, "... Well, I can definitely say there's not, other than the operator, there's not necessarily anyone else on every train."
- In response to additional concerns regarding CTA vehicles that go into the suburbs raised by Vice Chairman Fuller, Mr. Ester explained that there are strong relationships between the CTA and those suburban law enforcement agencies. He explained that, "... We have a really good working relationship with the suburban areas as well. They may not be as visible, but they're there. They're there. They're there and definitely supporting."

General Construction Report Update

- Kevin Loughnane, General Manager, Capital Construction presented project updates.
- 95th Street Station: "... the south terminal has been open since April. We're currently ongoing with the reconstruction of the north terminal. I am happy to report that two weeks ago we began the installation of one of the escalators, the one that will be coming from the pedestrian bridges, ... (so that people can walk over 95th Street from the south terminal on our bridge and then take the escalator down to the platform. That is escalator No. 4. Escalator No. 5 was installed last weekend, and the full installation of the (escalator) steps and all the motors is ongoing. Over the last two weeks we also have installed the elevator shafts for both elevators that will be installed in the north terminal and our contractors are currently working on fabricating and installing the full elevators. We have projections that all the escalators and elevators will be up and running by the end of December."
- Illinois Medical District: The project is in "close-out" with the completion of "punch-list" items. The station has 3 accessible entrances – Paulina and Damen have ramps and there is a new elevator at the Ogden entrance.
- Quincy Station in the Loop: There is still a couple of more months work to be completed including a final inspection of the elevators by the City. There are 2 elevators – one on each side of the street which will take customers directly to the Platform level.

- Garfield Green Line Station: At that station on the south "...there's an extensive rehab of the elevators and replacement of one of the escalators. That is currently ongoing, and all that work is projected to be done in January of 2019."
- Chairman Davis asked if it was known when stations involved in the RPM project will be shut down to which Mr. Loughnane replied that many community meetings for the public will be held prior to any shut down. He went on to explain that the contract for the project has yet to be awarded and thought this might happen in January or February of 2019.
- Vice Chairman Fuller asked about additional markings on "L" station staircases to better define them, especially for people with visual impairments. "... when there are no lines or dividers there to let us know step by step, it looks like one long sliding board." Mr. Loughnane noted that, "... We tried to do something similar to the tactile edges that we have on the platforms, there are some stations where we put those on the staircases, mostly on the landings so you get that differentiation. I couldn't say right now I know for sure that anyone is specifically looking at doing each stair. ... We should definitely should be investigating."
- Both Vice Chairman Fuller and Ms. Isaacs stated that even using a bright color paint on the edges of the stairs would be helpful.

Bus Public Service Announcement – LED Display

- Mike Haynes, Manager, Transit System Support Group (Bus AVAS System) presented a demonstration of the expanded Public Service Announcement – LED Display that will be on buses.
- Mr. Haynes explained that, "What we have here is a mockup sample of one of our buses. It's equipment on a bus. What was talked about was how to get attention from those who might not be able to hear, that we're about to play an announcement that is important. So for any manually played announcement it will now flash back and forth before playing the message. So, for example, if an operator were to play one of the messages that is a little bit more of a manual message, not one that plays every 15 minutes as a kind of a reminder, such as bus will express, see here it's flashing to gain your attention. It also now holds the message on the screen longer so that it says, bus will express on the screen, which is a summary of the announcement. You can't fit everything that was said on the screen, but that word bus will express is now held on the screen on the red LED sign at the front of the bus for a longer period of time. So similar to what we are now seeing, the idea came out of the 5000 series railcars. Those of you who ride the 5000 series railcars will be familiar that when the train operator plays an announcement it flashes the LED sign so that -- to kind of get your attention to look at it, it's about to scroll text of information." Mr. Haynes explained that this new software/method may be up and running in early 2019.
- Ms. Isaacs asked if Bus Operators have been trained on this system. Mr. Haynes explained that all Bus Operators do receive training on the Clever Devices System (which is what these messages are a part of). They will receive training about the extended flashing but the announcements have always been a part of the system.
- Ms. Isaacs had a follow-up question which was also related to a concern expressed by Ms. Shaw. "So think what I am understanding from what you are saying is the bus drivers currently right now have the ability to, the bus is going to have a different ending point, they right now have the ability to play that message ahead of time?" Mr. Haynes replied that, "To play an announcement message that the bus is going to change direction or is going to go express. And then the idea is that the customer who has a question about that can ask that of the operator."
- Ms. Shaw raised the issue that when "L" trains are expressing there is no way that a person who does not hear can determine what specific stops are going to be skipped. This is an issue yet to be resolved. Although there may be an audio announcement by the Rail Operator letting

customers know where the train is expressing to, this does not meet the needs of anyone who cannot hear.

Elevator/Escalator Efficiencies Report

- The *Elevator/Escalator Efficiencies Reports* were sent to all Committee members in advance for review in addition to the hard copy provided in the meeting packets.
- Mr. Andre Cozzo, Senior Manager, Escalator/Elevator Maintenance was available to answer any questions and presented information regarding upcoming maintenance work..
- For the 3rd quarter of 2018 vs. Q-3 in 2017, the following reflects **Elevator** Efficiencies:
 - July 2018 = 96.4% vs. July 2017 = 99.5% (-3.1%)
 - August 2018 = 98.6% vs. August 2017 = 99.0% (-0.4%)
 - September 2018 = 96.2% vs. September 2017 = 98.6% (-2.4%)
 - Mr. Kissane also explained that the elevator door refurbishing project should wrap up by the end of this year. This should improve efficiencies due to the newly redone or replacement of doors.
- For the 3rd quarter of 2018 vs. Q-3 in 2017, the following reflects **Escalator** Efficiencies:
 - July 2018 = 95.9% vs. July 2017 = 96.8% (-1.1%)
 - August 2018 = 97.0% vs. August 2017 = 97.4% (-0.4%)
 - September 2018 = 97.4% vs. September 2017 = 92.5% (4.9%)
- Mr. Kissane added information on the following **Escalator** Reconditioning Projects.
 - Chicago – Red Line (Up Escalator), anticipated start date – October 26, 2018.
 - Forest Park – Blue Line (Up Escalator), anticipated start date – December 10, 2018.
 - Irving Park – Blue Line – December 15, 2018.
 - Grand – Blue Line – Spring 2019.
- Ms. Shaw asked about the 87th Street Station and why there is no escalator on the west side of the station. As this is a Metra Station, the CTA cannot speak to this issue.

Customer Service Report

- The *Customer Service Reports* were sent to all Committee members in advance for review in addition to the hard copy provided in the meeting packets.
- Kate Kennelly, Manager of Customer Feedback Programs presented the 2018 3rd quarter statistics regarding disability-related Customer Service complaints.
 - Total CTA complaints for all three months of Q-3 2018 (July, August & September 2018), = 5,457 of which 286 were ADA related complaints.
 - Qs1-3 2018 complaints = 676 which was an improvement compared to 2017 Qs1-3 cumulative total ADA complaints = 747.
 - Q-3, 2018 Bus Related Complaints: July = 83, August = 67 and September = 79, totaling 229.
 - Q-3, 2018 Rail Related Complaints: July = 16, August = 26 and September = 15, totaling 57. (229 + 57 = 286 bus & rail complaints).
 - During the 3 month 2018 Q-3 period, there were a total of 286 ADA Compliance Complaints which include things such as rude operator, pass up, ramp issues, stroller issues, refusing boarding with a legitimate service animal, failure to kneel bus, AVAS (announcements), priority seating, gap filler, elevator and escalator issues and touching passenger, service animal or personal equipment (if not requested to assist).
 - Below is a breakdown of ADA Compliance Issue complaint categories for Q-3 2018 vs Q-3 2017:

- Total disability-related complaints for Q-3 2018 = 286 complaints vs. 215 in 2017. Of that total:
 - ADA Compliance** = 85 in 2018 vs. 70 in 2017
 - Rude Operator totaled 78 complaints in 2018 vs. 50 in 2017.
 - Pass up totaled 49 complaints in 2018 vs. 34 in 2017.
 - Lift/Ramps totaled 17 complaints in 2018 vs. 8 in 2017.
 - Malfunctioning/Inoperable AVAS (automated stop announcements) totaled 0 complaints in 2018 vs 8 in 2017.
 - Priority Seating issues totaled 7 complaints in 2018 vs. 9 in 2017.
 - Stroller issues totaled 13 complaints in 2018 vs. 7 in 2017.
 - Failure to Kneel Bus totaled 14 complaints in 2018 vs. 8 in 2017.
 - Refusal to allow service animal on board totaled 6 complaints in 2018 vs. 10 in 2017
 - Failure/Refusal to Deploy Gap Filler totaled 1 complaints in 2018 vs. 3 in 2017
 - Elevator malfunction complaints totaled 5 in 2018 vs. 4 in 2017
 - Escalator malfunction complaints totaled 9 in 2018 vs. 2 in 2017
 - Failure to announce stops complaints totaled 2 in 2018 vs. 1 in 2017
 - Accessible Service complaints totaled 0 in 2018 vs. 1 in 2017
 - Touching passenger/equipment/service animal complaints totaled 0 in 2018 vs. 0 in 2017
 - **NOTE: **ADA Compliance category includes complaints such as employee failing to assist customers with disabilities or help with securing of wheelchairs, not complying with ADA rules and fare discrepancies involving passengers identifying as having a disability.**
- Ms. Isaacs asked for clarification regarding CTA's stroller policy. Facilitator Serpe again explained CTA's policy which enables a person with an open stroller to board if the bus is not crowded. However, if the Priority Seating area is needed for a customer who has a disability, the Bus Operator should request that the stroller user folds the stroller and vacates the seat for the customer with the disability. The policy states that the CTA can request for someone to move but cannot require or make them move. Ms. Kennelly also stated that strollers cannot block bus aisles.
- Ms. Smock pointed out that sometimes Bus Operators do not do what they are supposed to do in terms of asking someone with a stroller to fold it up and this affects people who use wheelchairs who then must wait for the next bus and may then be late for work or wherever they are going. Ms. Isaacs added that some buses are often very crowded not only during rush hour but because a particular route is generally always crowded and the Bus Operator doesn't ask people to move. Facilitator Serpe reminded everyone that these types of situations should be reported and that Ms. Kennelly and the Customer Service Department do make sure that the appropriate department/garage is made aware of the problem so that appropriate action can be taken. She also explained that there are people such as "secret shoppers" who especially ride the buses and do report policy violations to the garages.
- Ms. Lee asked about what happens to the complaint data that is collected?
- Ms. Kennelly explained, "So we ask the information be collected and disseminated to each department. We follow up with reports and then we follow up and report the information to the executives as well, letting them know where we're trending."
- Ms. Lee went on to ask, "Have you been noticing the trend going lower with regards to operator rudeness, you see the data but the trend?"

- Ms. Kennelly responded, “So the complaints were higher last quarter than they were the quarter before, which follows the trend that came across the board. We were receiving more feedback across the board for the last couple of months. It seems to be a seasonal trend. We have noticed it started to get a little bit slower in October, so I am starting to see it kind of go back to what we typically see in the colder months. So right now we’re seeing some lower numbers, but that’s what we see right now.”
- Ms. Lee then asked Ms. Kennelly what are the main ways the Customer Service Department collects data. Ms. Kennelly said that generally through the 311 city system, phone calls and e-mails to the department. Ms. Lee asked if it was possible to somehow use the Ventra App to report issues to which Ms. Kennelly said that this wasn’t yet an option.

Facilitator’s Report

- Amy Serpe, Manager ADA Compliance Programs presented updates from the ADA Unit.
- Events: CTA’s ADA Unit participated in a variety of disability-related events and group meetings during Q-3 2018.
 - On July 11, 2018, the ADA Managers of both CTA and Metra met with a group of students who are blind/visually impaired and not familiar with the city to explain both agency’s accessibility features, services and policies, as well as how best to utilize public transit options.
 - CTA hosted an information table and provided an on-site instruction bus at the Mayor’s Office for People with Disabilities (MOPD’s) AccessChicago event on July 19, 2018.
 - CTA participated in the July 21, 2018 Disability Pride Parade having its mini-bus in the parade, as well as an information resource table at the Daley Plaza after-parade event along with an instruction bus, allowing participants to practice securing their wheelchair and learning about other CTA policies, procedures and accessibility features.
 - On July 25, 2018, CTA’s ADA and Human Resources Managers talked with students from MOPD’s One Summer Chicago Intern program regarding CTA accessible services, as well as careers in transportation.
 - CTA’s ADA Manager and a Bus Instructor provided an instruction bus, as well as on-site discussion and informational materials for students of Misericordia in conjunction with the *Hop on the Bus* travel program through JJ’s List and Pace organizations.
 - On August 30, 2018, the ADA Manager attended a discussion event for the MOPD & Chicago Public Schools Office of Diverse Learners Support Services (CPS-ODLSS) Youth Employment Services Program hosted by the Northern Trust Bank.
 - CTA’s ADA Manager presented at an American Council for the Blind meeting on September 8, 2018.
 - On September 19, 2018, the ADA Manager and a Bus Instructor provided an on-site bus at the Schwab Rehabilitation Hospital and Care Network (SRH&CN) to acquaint newly disabled individuals with CTA’s accessibility services, policies and procedures, as well as direct instruction as to how to secure a wheelchair, etc.
 - On October 4, 2018, the ADA Manager hosted an information resource table at the Deaf Awareness Day event sponsored by Columbia College.
- On July 12, 2018, CTA announced the completion of its *All Station’s Accessibility Program* (ASAP) report which presents a plan on how it will make all of its remaining non-accessible rail stations accessible.
- The ADA Manager attends a variety of significant meetings related to disability and/or transportation throughout the year.
 - Third quarter meetings included:

- Pace/Paratransit ADA Advisory Committee meetings on July 23 and September 24, 2018.
- One of 2 bi-annual ADA Coordinating Committee meeting which includes the President's/CEO's, Board Members and ADA Managers from RTA, Pace, Metra and CTA, on July 30, 2018.
- The August 13, 2018 ADA Working Group meeting for ADA Managers/Directors from RTA, Metra, Pace/Paratransit and CTA.
- The ADA Manager is a team member for ongoing CTA Standard Operating Procedure (SOP) and Accommodation Review Committee (ARC) employee focused meetings.
- Involvement and site visits with projects at Midway (August 14 and 15), the Illinois Medical District (IMD) Station walkthrough (August 17), Belmont & Jefferson Park (September 7) and participation as an Information Specialist providing direction/relocation of bus routes during construction at Jefferson Park (October 1 and 2).
- Facilitator Serpe reminded everyone that the ADA Advisory Committee *Public Comment Form* is posted on the CTA Website, transitchicago.com.
- The ADA Manager provided ADA and Disability Awareness Trainings on several dates for Supervisors, Managers, Bus Operators, CSAs & Control Center Bus and Rail personnel. These are ongoing throughout the year.
- As requested by the ADA Advisory Committee, a second Familiarization Training was held at the new Washington/Wabash Station on Thursday, October 18, from 4-6 p.m. While most individuals attending were blind or visually impaired, there was one individual who was Deaf and had questions about the station. All participants were accommodated.
- The CTA will be sending out application forms to replace the 4 Committee members that have completed their two, 2-year terms, as well as the one member who resigned. Therefore, 5 more members will be selected to join the Committee in 2019. As a reminder, CTA's Board Chairman appoints all members. Information including applications will be sent to everyone on the current ADA mailing list.
- Facilitator Serpe announced the 2019 ADA Advisory Committee meeting dates which fall on the second Monday of January, April, July and October. (If the Monday is a holiday then the meeting is held on Tuesday such as in October).
 - Monday, Jan. 14
 - Monday, April 15
 - Monday, July 15
 - Tuesday, Oct. 15

Old Business

- No old business.

New Business

- The topic of training will be highlighted at the January 2019 meeting.
- People also want an overview related to how the Ventra app functions. Can you get online alerts when your balance is going down and other issues? Depending on time constraints in January, this subject may be covered at the April 2019 meeting.
- Chairman Davis will be reaching out to members regarding:
 - If anyone has anything they want to be included in the ADA Advisory Committee Annual Report for 2018?
 - Is there any interest among members to establish any type of sub-committees?

- What do members hope to achieve in 2019?

Adjournment

- Chairman Davis noted the next meeting will be Monday, January 14, 2019 from 1:30 – 4 p.m.
- Chairman Davis asked for a motion to adjourn. Ms. Fuller moved to adjourn the meeting and Ms. Isaac seconded the motion. All voted, “Aye,” and the meeting adjourned at 4:07 p.m.

ajs 1-9-19 Final for Committee